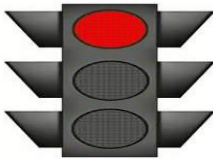
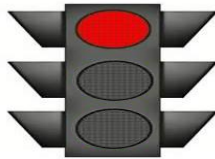


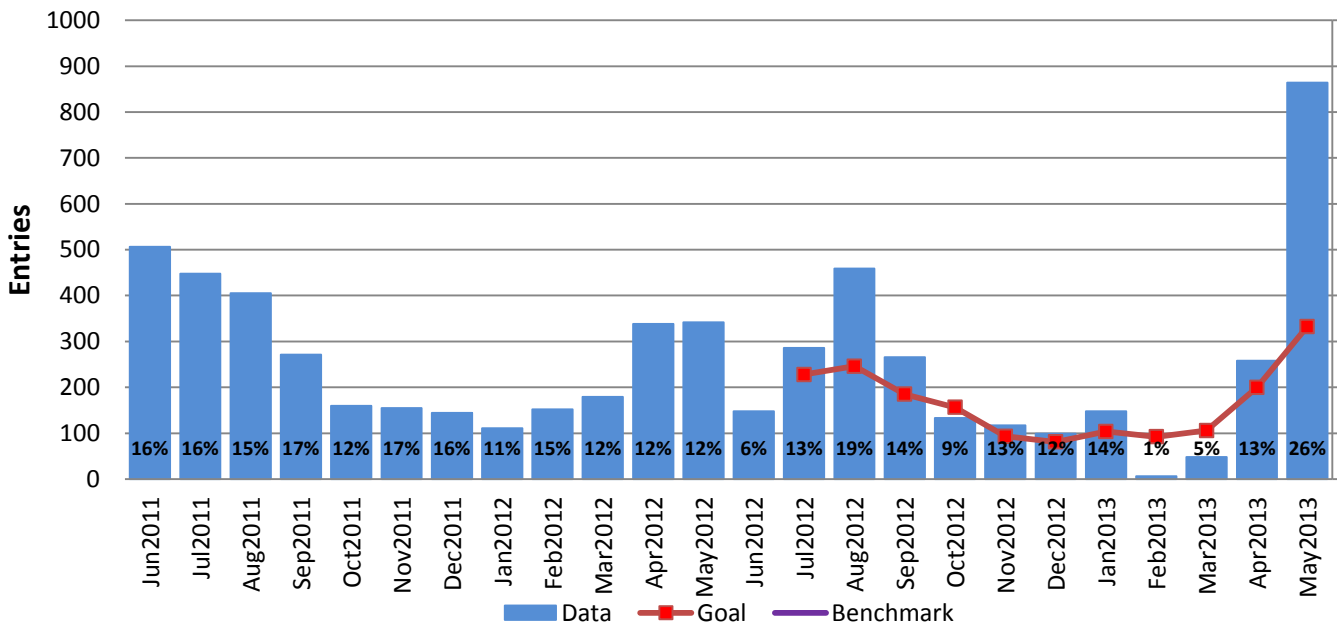
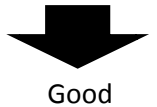
MetroCall 311 Entries Not Resolved

Codes & Regulations

7/11/2013

Measurement method		Why measure?		What is our goal?	
The number of work requests driven by citizen inquiry through MetroCall 311 that are not resolved within 15 days		To see how well Codes and Regulations is meeting citizen needs		Reduce MetroCall 311 Entries Not Resolved to 10% of the total entries in a month	
How are we doing?					
Jun2012-May2013 12 Month Goal	Jun2012-May2013 12 Month Actual		May2013 Goal	May2013 Actual	
2,074	2,832		332	864	
Entries	Entries		Entries	Entries	
Note: Raw data supporting this chart will be available on the open data portal in the future. http://portal.louisvilleky.gov/service/data				Performance Stoplight Key	
				Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data	

MetroCall 311 Entries Not Resolved



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